

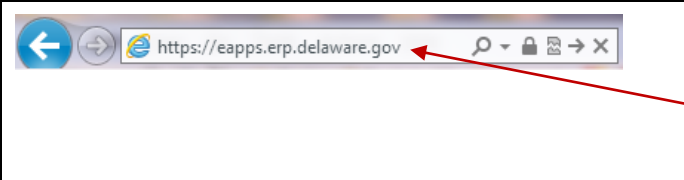
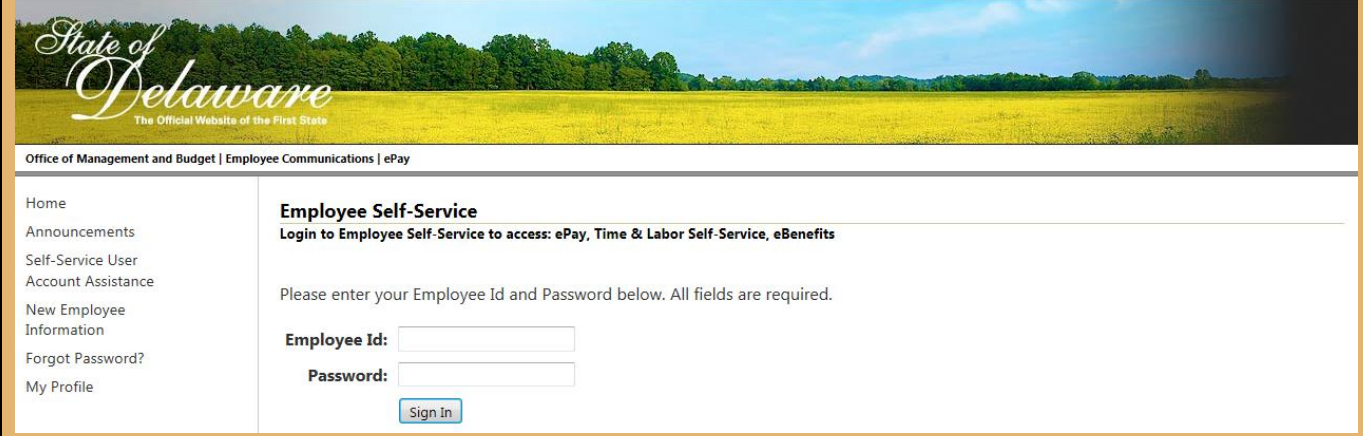


# Employee Self-Service “Forgot Password” Instructions

If you have any questions please contact your Human Resources or Payroll Office

The State of Delaware provides employees the ability to reset their passwords to the Employee Self-Service login page using “Forgot Password” functionality. Once Challenge Questions and Answers have been set-up by the employee, employees can reset their own password rather than contact the Employee Self-Service Call Center or complete an online request. The following pages contain detailed instructions for using the “Forgot Password” functionality.

## Login

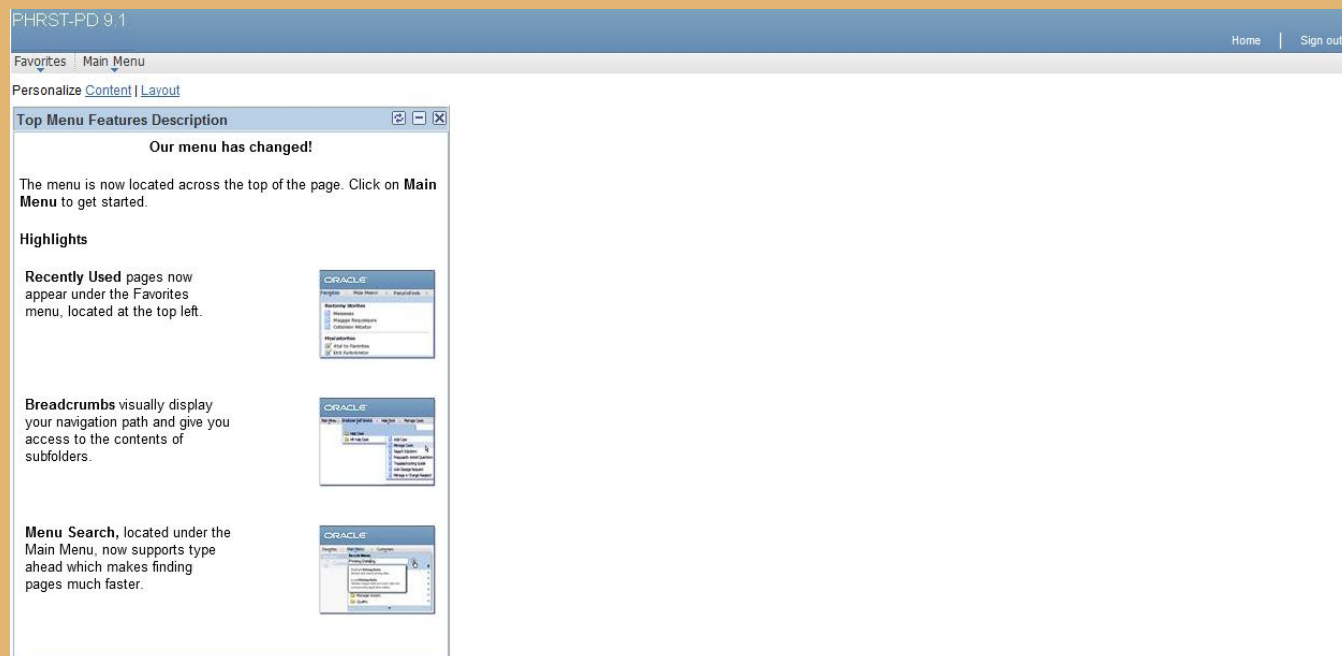
|  |   |
|--|---|
|   | <p>Enter <a href="https://eapps.erp.delaware.gov">https://eapps.erp.delaware.gov</a> in your browser address bar.</p> <p>Press <b>Enter</b> or Click <b>Go</b>.</p> <p><i>Note: It is recommended that you save this in your 'Favorites'.</i></p> |
| <p>The <b>Employee Self-Service</b> website opens</p>  |   |
|    |   |
| <p>Home</p> <p>Announcements</p> <p>Self-Service User</p> <p>Account Assistance</p> <p>New Employee Information</p> <p><b>Forgot Password?</b></p> <p>My Profile</p> | <p>Click <b>Forgot Password</b>.</p>  |

The **Forgot Password** page opens

The three steps for resetting a **Forgotten Password** are shown at the top of the page.

|  |   |
|--|---|
| <p>▼ Please identify yourself</p> <p>* User Login <input type="text"/></p> <p>Cancel Next</p>  | <p>Enter <b>User Login</b> (User Login = six-digit Employee ID number).</p> <p><i>Note: This is a required field.</i></p> <p>Click <b>Next</b> at the top right of the page.</p>  |
| <p>▼ Please answer your challenge questions</p> <p>Answer the challenge questions below with the answers you set during registration</p> <p>What is your oldest sibling's middle name?<br/>* <input type="text"/></p> <p>In what city or town was your first job?<br/>* <input type="text"/></p> <p>Where were you when you first heard about 9/11?<br/>* <input type="text"/></p> <p>Cancel Back Next</p> | <p>Answer your three <b>Challenge Questions</b>.</p> <p><i>Note: These are required fields.</i></p> <p>Click <b>Next</b> at the top right of the page.</p>  |
| <p>▼ Please enter new password</p> <p>* Enter new password <input type="password"/> ⓘ</p> <p>* Re-enter new password <input type="password"/></p> <p>Cancel Back Save</p>  | <p>Enter <b>New Password</b>. Click on the <i>Password Policy</i> information icon and create a strong password in accordance with the Policy.</p> <div data-bbox="941 1375 1356 1564"> <p><b>Password Policy</b></p> <ul style="list-style-type: none"> <li>• Password must not match or contain first name.</li> <li>• Password must not match or contain last name.</li> <li>• Password must be at least 10 character(s) long.</li> <li>• Password must contain at least 1 numeric character (s).</li> <li>• Password must contain at least 1 special character(s).</li> <li>• Password must contain at least 1 uppercase letter(s).</li> <li>• Password must not match or contain user ID.</li> </ul> </div> <p>Re-enter <b>New Password</b>.</p> <p><i>Note: These are required fields.</i></p> <p>Click <b>Save</b> at the top right of the page.</p> |
| <p><b>Forgot Password</b></p> <p>Password has been changed. <a href="#">Back to Login</a></p>  | <p>You will receive a message indicating your password has been changed.</p> <p>Click <b>Back to Login</b>.</p>   |

### The **Employee Self-Service** page opens



- You have successfully changed your password.
- You are ready to view your paycheck, eBenefits, Time & Labor, and Race/Ethnicity Designation (if applicable).